



 **BUFFALO GENERAL HOSPITAL**
A Kaleida Health Facility

Residents' **FREQUENTLY ASKED QUESTIONS**

2009 Edition

A VISION OF QUALITY

The following measurements are identified specifically through the Joint Commission, New York State Department of Health and our own internal quality improvement processes:



2009 NATIONAL PATIENT SAFETY GOALS

PATIENT IDENTIFICATION

- Two identifiers (for meds/procedures)
- Time out (right patient, side, site)

EFFECTIVE COMMUNICATION

- Read-back verbal orders/test results
- Use approved standard abbreviations
- Timely reporting of critical values
- Standard "hand off" & time for questions
- Do not use unapproved abbreviations

MEDICATION SAFETY

- Minimize look-alike/sound-alike drugs
- Label all meds/solutions on sterile field
- Use standard practices for anticoagulant therapy

REDUCE HEALTH CARE-ASSOCIATED INFECTIONS

- CDC hand-washing guidelines
- Death or function-loss from these infections = a sentinel event
- Implement evidence bases practice to prevent healthcare associated infections
- Implement best practice to prevent central line associated infections
- Implement best practice to prevent surgical site infections

MEDICATION RECONCILIATION

- Obtain complete list of medications at admission
- Communicate list to next provider with transfer of setting, service, practitioner or level of care
- Reconcile medications at discharge

****PROVIDE LIST OF MEDS TO PT. ON DISCHARGE***

FALLS REDUCTION

- Fall reduction program (yellow dot)
- Evaluate effectiveness

ENCOURAGE PATIENT'S ACTIVE INVOLVEMENT IN THEIR OWN CARE AS A PATIENT SAFETY STRATEGY

- Encourage patients' involvement in their own care
- Educate patients/families re: means to report safety concerns
- Encourage reporting of concerns
- Identify patient at-risk for suicide
- Educate patient & families how to keep themselves safe

THE ORGANIZATION IDENTIFIES SAFETY RISKS SPECIFIC TO ITS POPULATION

- Identify patients at risk for suicide

PATIENT SATISFACTION

Press Ganey patient satisfaction surveys are used throughout Kaleida Health to help the system structure its patient satisfaction improvement efforts and maintain accountability.

Through these surveys, administration can address the concerns of each of the constituents, further strengthening

communication, service and satisfaction throughout the organization.

Employee, patient, and physician satisfaction are inextricably linked. We hope you will join us in our effort to create a positive work and care environment for all.



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A Buffalo General Hospital directory of consultants options and diagnostic test availability is located on KaleidaScope and Infoclique.

On **KaleidaScope**, go to the Documents Tab, Patient/Clinical Heading (they are the second and third bullets).

On **Infoclique**, go to the Home Page and look near the top left under 'Infoclique Support Links'



FAQ

Frequently Asked Questions

1. Where do residents park?

Reserved resident parking for **authorized** users is located in the lot bounded by North, Michigan, and Goodrich Streets. The entrance to the lot is on North Street. Authorized users will be issued hang tags through their residency program office. Tickets will be issued to cars without appropriate hang tags. The UB GME office and the UB Resident Committee collaborate with BGH administration to prioritize our limited on campus parking capacity.

A shuttle service (managed by Roswell Park Cancer Institute) from off campus lots is available for a monthly fee. *This service has some hour limitations on shuttle service.* The current hours of operation for the shuttle are 5:45 a.m. until 7:45 p.m. During peak periods (early morning and late afternoon) shuttles run approximately 7 to 9 minutes apart, mid-afternoon they are on call, and after peak periods (evening) they are approximately 10-12 minutes apart. The BGH shuttle stop is on High Street, just past Ellicott Street toward Main Street. **BGH Security will provide escorts to the shuttle parking area for emergency situations , or as needed. Call 859-2196.**

2. How do I get into the hospital after hours?

- Use employee entrances located on Goodrich Street or off of High Street near the black, fenced-in area. ***I.D. badges are needed.***
- Emergency Department residents can also use the Emergency Department entrance on Goodrich & Ellicott.

3. Where is the ED?

- On the corner of Goodrich and Ellicott Streets.
- Take the "B," "C," or "D" Building elevator to the basement; look for the ramp at the end of the hallway.

4. Where are the Critical Care Units?

Cardiovascular ICU (CVICU) & Surgical ICU (SICU)

Located on the fourth floor of "A" Building
Nurse Manager, Peggy Schlotterbeck, RN

CVICU Tel. # 859-7800

SICU Tel. # 859-7804

Coronary Care Unit (CCU)

Located on the fourth floor of "A" Building
Nurse Manager, Peggy Schlotterbeck, RN

CCU Tel. # 859-7818

Medical ICU (MICU)

Located on the sixth floor of "A" Building
Nurse Manager, Patricia Holtz, RN

MICU Tel. # 859-7814

Intermediate ICU (ILCU)

Located on the eighth floor of "A" Building
Nurse Manager, Kathy Eddy, RN

ILCU Tel. # 859-7822

5. Where is Radiology?

- Radiology is located on the second floor, just off of the "A" Building elevators



Reception for All Imaging Services	859-2840
CT Scan	859-1122
Diagnostic Radiology (X-ray)	859-2964
Mammography	859-1109
Vascular Interventional Radiology/Angiography	859-2269

Radiologist Reading Rooms

- Radiology located in "B" Building

Nuclear Medicine	859-2208
Ultrasound	859-2844

- The Buffalo Niagara MRI Center is located on the first floor of "C" Building

Center of Imaging Services

859-2146

To speak with a radiologist about which diagnostic test to order:

Weekdays between 8 a.m. to 5 p.m., call 859-2840, and between 5 to 9 p.m., call 568-6400

Weekends between 8 a.m. to 2 p.m., call 859-2840 and between 2 to 6 p.m., call 568-6400

6. Where is the Medical Records office/How do I get charts/When is it open?

The office is located on the first floor of "C" Building, directly opposite the Buffalo Niagara MRI Center. **To have charts pulled for completion ahead of time, call 859-2675 or 859-4696.** If you need a chart for patient care reasons, the main numbers are 859-2734 and 859-2735.

Hours of operation:

Monday - Friday	Weekends
7 a.m. - 11p.m.	8 a.m. - 10 p.m.

7. How do I get a Dictation ID?

A dictation number requires 24-hour notice. Call 859-1603, Monday-Friday for assistance.

8. Where is the library?

A.H. Aaron Health Sciences Library -- "D" Building, fourth floor

Site Coordinator: Diane Schwartz, M.L.S., A.H.I.P., F.M.L.A.

Phone: 859-2878 Fax: 859-1527

9. Where is the cafeteria, and when is it open?

The Marketplace Café is located in the "B" Building on the first floor. **Landmarks:** Look for the rotunda and an ATM machine. (The Doctor's Dining Room is located in the café to the left of the cash registers.)

<i>Hours of Operation:</i>	<i>Daily:</i>	<i>Breakfast:</i>	<i>6:30 – 10:30 a.m.</i>
		<i>Lunch:</i>	<i>10:30 a.m. – 1:30 p.m.</i>
		<i>Dinner:</i>	<i>1:30 – 6:30 p.m.</i>



10. What other food options are there? Where are they? When are they open?

- Vending machines are available 24/7 in "A" Building, around the corner from the main elevators. Look for a glass enclosed room.
- Java City, located in the main lobby, is open 6:30 a.m.-8 p.m, Mon. - Fri. and 9 a.m.-5p.m. Sat. & Sun.

11. What overhead codes are used, and what do they mean?

Blue	Cardiac/Medical Emergencies	Newborn	Infant/Child Abduction
Red	Fires	Mr. Allen	Security Emergency
Orange	Distasters/Emergencies		

12. What patient alert stickers are used, and what do they mean?

Green	Latex Allergy (environment)	Red	Allergy (stop!)
Yellow	Fall Risk (use caution)	Pink	Restricted Extremity
Purple	Do Not Resuscitate (DNR) (Cyanosis)	Black	Isolation/Precautions

13. What is the hospital phone number (when calling from the outside)?

(716) 859-5600

14. What is the number for Nursing Supervision?

Telephone: 859-2905 Pager: 443-4936

Who are the nursing unit management contacts?

Nurse Managers are available Monday-Friday from 8a.m.-4p.m. and are responsible for each nursing unit, including answering questions and handling problems.

Nursing Supervisors function as the in-house administrator and cover the nursing units on the alternate shifts and on the weekends. They can be reached at: (Pager) 443-4936.

15. What are some commonly used pagers

The answer to this is program specific and should be discussed with your program coordinator.

16. What is the number for Security?

- In the event of an emergency, pick up the nearest hospital phone and dial x7911.
- The Department of Security number is 859-1110 (Paul Drabinski, manager).
- The Security Office is located in the basement, between "A" Building and "B" Building elevators.

17. Where do I go/Who do I call for ID badge problems?

- Please report I.D. badge problems to the Security Department (refer to previous question)
- If you lose your badge, go to the Cashier's Office near the Main Lobby security desk in "A" building. A \$10 fee is required before a replacement badge can be provided.

18. Where do I go/Who do I call for script pads?

Residents can get prescription pads from the eighth floor pharmacy, Monday - Friday (8 a.m. - 3 p.m.). **Kaleida ID badge required.**



19. How do I get Scrub Access?

Surgical residents will be trained on how to access scrubs by a nurse educator. Contact the O.R. front desk at 859-2740. Access to scrubs for all other residents is program specific and should be discussed with your program coordinator.

20. What kinds of people are on the Rapid Response team?

Research shows patients exhibit signs or symptoms of a problem four to six hours before it becomes serious. Rapid Response Teams (RRT) were created to bring advanced life support skills to the bedside, or wherever needed, on demand to assess and stabilize a patient's condition. ***Team members include alert registered nurses at the bedside, as well as either a nurse practitioner, physician assistants or an in-house hospitalist who works collaboratively with ICU and respiratory personnel to provide the best care for patients.***

21. What do I do if I get a needle stick?

A blood/body fluid exposure can be a needlestick, a laceration from a sharp contaminated instrument, a human bite, a body fluid splash, or an area of open or cracked skin exposed to blood/body fluid. Should you experience any one of these, please follow the instructions below:

1. Wash the involved area of skin with soap and water. If your eyes, nose or mouth have been splashed, flush them with water or saline.
2. Notify your supervisor or nursing supervisor to complete a STARS (incident) report.
3. Complete the Exposure Information Sheet in the ***Exposed Healthcare Worker*** packet provided by your supervisor or a nursing supervisor. **Important: Make note of the source patient's name and medical record number.**
4. Have your supervisor follow the directions in the packet for completing the source patient information, and attach the sheets to the chart so that the source patient and his/her physician can be informed of the exposure and discuss HIV testing.
5. Report to the Kaleida Health Emergency Room closest to you, (or another ER if you cannot reach a Kaleida ER in the next 30 min). Remember to complete the Incident Report and page two of the packet and take them with you to the ER so you can be more accurately evaluated for this exposure. Emergency Room staff will assess the need for and administer the appropriate treatment, based on the circumstances of the exposure.
6. Employee Health will provide follow up. Please call the Employee Health Exposure Hotline at 859-7333 immediately after being evaluated in the Emergency Dept. so that you can receive the appropriate follow-up care.

22. What are the computer programs all residents are assigned access to?

All residents are assigned Network access, PowerChart, Infoclique and PACs. Go to the Kaleida Health intranet (***KaleidaScope***). Click Application Tab > click eRegister, upper right. Enter your Kaleida Associate Number to continue eRegister Step 1, or Click into the gold box to request a Kaleida Associate Number. You will be sent a Kaleida Associate Number via e-mail to continue the eRegister.



Complete Step 1: Be sure to check the Physician/Resident Access box under Application group packages, and Click Submit. Include your e-mail address to obtain your sign-ins.

Complete Step 2: Print PDF (security agreement), read through completely, sign and fax back to 859-8676.

23. Can I access any of these computer programs from outside the hospital? If so, what will I need to do?

Yes. Remote access can be requested through the **eRegister** process found on the Security (IS&T) web page, along with a tutorial word document called Remote Access.

Infoclique can be accessed from within the hospital, your home, or your office by typing <https://www.infoclique.com> into your web browser.

PACs can be accessed via <https://khradweb.kaleidahealth.org/ami/>.

24. How can I receive training on the available Applications?

Call the **Technology Assistance Center** at 859-7777 or e-mail ISTtraining@kaleidahealth.org to set up a training session for PowerChart and/or Infoclique. Call the Radiology Department at 859-4670 for your PACs ID and training.

25. Who do I call for help with computer issues?

Call the Technology Assistance Center at 859-7777, so a "problem ticket" can be created. The ticket will then be routed to the appropriate team for follow-up.

26. How do I get my password reset?

Kaleida Health offers you the ability to reset your own passwords for Kaleida Campus, Kaleida Network, Cerner PowerChart and Remote Access using **kpass**. A lock icon can be located on the bottom right corner of any Kaleida Health desktop computer screen. You have the option of clicking on the lock icon or using the network sign-on screen where you are given the option of clicking on the **kpass** portal button. The first time you use **kpass**, you will be asked to register so the system knows who you are. Once you are registered, you can change your passwords for the listed applications at any time. If you need a password reset for an application that is not listed, please call the **Technology Assistance Center** at 859-7777.

Quality Reference Numbers

	Extension	Pager
Jeanette Hughes <i>Quality Director, BGH</i>	859-1564	448-3490



PATIENT MANAGEMENT

What is it?

1.) The coordination of healthcare services during and after acute hospitalization.

Staff consists of registered nurses and social workers, who meet with patients, families and physicians to assess patient needs, develop a discharge plan, evaluate changes and implement any necessary services. Part of the responsibility of the patient care coordinators is to ensure a safe discharge plan – occasionally a discharge will need to be delayed in order to ensure that the discharge plan is safe.

Services may include:

- Home care – – nursing, physical therapy, occupational therapy, speech therapy, and social work
- Placements in rehabilitation, assisted living, or long-term care facilities
- Acquisition of medical equipment
- Information regarding and referrals to community services

2.) Utilization Review.

Registered nurses review patient records for appropriate level of care based on Interqual Criteria. Patients must meet severity of illness and intensity of service to qualify for acute care. Third party insurance plans may require phone reviews for authorization of care.

How do you access help?

Refer to Patient Management: Call 859-2575, or write an order for DC planning/ Patient Management to see patient.

Early Identification means Early Intervention and leads to a Safe Discharge Plan.

Contacts

Meg Thoin, Patient Management Manager

Phone: 859-3361

Pager: 642-0258

Sanford Levy, M.D., Physician Advisor

Phone: 859-1397

Cell: 479-2240

Patient management nurses are located on each nursing unit and are available by pager. If you have questions, please ask.

“A four-page document created by Sanford Levy, MD, entitled *Resident Orientation to Patient Management Services Dept BGH* is posted on *KaleidaScope*>Documents tab>Patient/Clinical section of page (http://kaleidascope/documents/support/Orientation_to_Pt_Mgmt_Srvcs_Dept.pdf).



LEADERSHIP

Executive Leadership Team



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KALEIDA HEALTH ADMINISTRATION

Kaleida Health Chiefs of Service

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885-0602

Dentistry

Heidi Crow, D.D.S.
829-2241

Dermatology

David Myers, M.D.
832-0740

Emergency Medicine

Robert F. McCormack, M.D.
859-1993

Family Medicine

John Brewer, M.D.
859-4110

Internal Medicine

Stanley Schwartz, M.D.
859-2260

Neurology

Frederick Munschauer, M.D.
859-7540

Neurosurgery

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887-5210

Nuclear Medicine

Kwang Joo, M.D.
859-1144

OB/GYN (Interim)

J. Kevin Fitzpatrick, M.D.
712-0862

Ophthalmology

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Oral & Maxillofacial Surgery

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Orthopedics

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Pathology & Laboratory Medicine

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Pediatrics

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Pediatric Dentistry

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878-7758

Pediatric Surgical Services

Michael G. Caty, M.D.
878-7802

Psychiatry & Behavioral Medicine

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898-5940

Radiation Oncology

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845-1562

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859-2954

Rehabilitation Medicine

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859-2562

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Merril T. Dayton, M.D.
859-1339

Urology

Gerald Sufrin, M.D.
859-2212

Kaleida Health Corporate Executive Team

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Executive Vice President, Chief Medical Officer

Eric Pogue
Senior Vice President, Human Resources



BUFFALO GENERAL AMBULATORY CLINICS

WITHIN BUFFALO GENERAL

Bariatric (A-15)

(716) 859-1168
Monday – Friday
8:30 a.m. – 4:30 p.m.

Manager: Maureen Miller

Dental Care (B-4)

(716) 859-7300
Monday- Friday
8 a.m. - 4 p.m.

Manager: Maureen Miller

ENT Care (B-3)

(716) 859-2228
Wednesday
9 a.m. – 6 p.m.
Friday
8:30 a.m. – 4:30 p.m.

Manager: Maureen Miller

EYE Care (B-5)

(716) 859-2555
Monday – Friday
8:30 a.m. – 4:30 p.m.

Manager: Patricia Holmes

Primary Care (D-1)

Specialty Care (D-3)

(716) 859-2175
Monday - Friday
8:30 a.m. – 4:30 p.m.

Manager: Patricia Holmes

Orthopedics & Rheumatology (B-2)

(716) 859-2150
Mondays
Noon – 4 p.m.
Tuesday – Friday
8:30 a.m. – 4:30 p.m.

Manager: Barbara Poole

Women's Health (D-3)

(716) 859-2175
Monday - Friday
8:30 a.m. – 4:30 p.m.

Manager: Patricia Holmes

OUTSIDE BUFFALO GENERAL

Family Planning

(716) 887-8272
Deaconess Center
1001 Humboldt Parkway
Buffalo, NY
Mon., Tues., Wed. and Fri.
8:30 a.m. 4:30 p.m.
Thursday
11:30 a.m. – 7:30 p.m.

Manager: Laurie Gilbert

Niagara Family Medicine

(716) 859-4110
Judge Joseph S. Mattina
Community Health Center
300 Niagara Street
Buffalo, NY
Mon., Thurs. and Fri.
8:30 a.m. – 4:30 p.m.
Tuesday & Wednesday
8:30 a.m. – 8 p.m.

Manager: Maureen Miller

Niagara Pediatric

(716) 859-4110
Judge Joseph S. Mattina
Community Health Center
300 Niagara Street
Buffalo, NY
Monday
8:30 a.m. - 7 p.m.
Tuesday- Friday
8:30 a.m. - 4:30 p.m.

Manager: Maureen Miller

WIC

716-887-8097
Deaconess Center
1001 Humboldt Parkway
Buffalo, NY
Mon., Tues., Wed. and Fri.
8:30 a.m. 4 p.m.

Manager: Gail Jackson

